

EXHIBIT 10

QUESTIONNAIRE

Do you agree to abide by all rules as prescribed by the 9-1-1 Act and Illinois Administrative Code 725? YES X NO

Will 9-1-1 be the primary published emergency telephone number within the area served by system? YES X NO

Will automatic dialing type alarms be permitted on 9-1-1 lines? YES NO X

Will the PSAP have a designated overflow answering station that can be utilized if the call volume exceeds that which the telecommunicators on duty is able to handle? YES X NO

Will the PSAP have an emergency power source? YES X NO

What type? Diesel GENSET w/auto start.

Does the system have an Emergency Telephone? System Board appointed as prescribed by the Emergency Telephone System Act? YES X NO

Will management develop and write "Standard Operating Procedures" for PSAP personnel concerning the call handling agreements and the requirements of 83 Illinois Administrative Code 725? YES X NO

If applicable, will PSAP management, prior to activating the system, establish written procedures for all tracing with all the telephone companies involved in the system? NOT APPLICABLE

Will PSAP management, prior to activating the system establish written procedures for the repair of all equipment and restoration of services? YES X NO

Will PSAP management develop procedures for providing 9-1-1 service in the event that critical functions of the PSAP are partially disabled due to natural or man-made disaster? YES X NO

Will PSAP management, prior to activating the system, file with the Commission the written procedures that have been established and are in place, which are referred to in Questions 7, 8, and 9?

YES X NO

Will the PSAP have a teletypewriter (TTY) to use in answering calls made by the hearing impaired for each answering position? If not, please elaborate on number of TTY's.

YES X NO

Is there a backup TTY unit at each PSAP?

YES X NO

Will the PSAP utilize a TTY PSAP Based Voice Annunciator?

YES X NO

Will 9-1-1 be the emergency number for TTY calls?

YES X NO

Will adequate training be provided to PSAP personnel in the use of TTY's?

YES X NO

Do you have any dedicated 7 digit lines used for TTY Calls that will be disconnected when 9-1-1 is operated? YES NO X

If so, have arrangements been made to provide an Announcement to TTY user's informing them that 9-1-1 should now be dialed in emergencies?

NOT APPLICABLE

What response will be initiated by the PSAP for calls Where verbal contact can not be established?

Using on screen information from ANI/ALI a law enforcement patrol officer from the appropriate response agency will arrive at the indicated address to establish contact with the caller and check on the welfare of all persons at the known location.

Is there a cell site in your area that would result in cellular 9-1-1 calls arriving in your PSAP?

YES X NO

Do you have procedures in place to accept and handle cellular 9-1-1 calls?

YES X NO

What considerations has management made to insure that private residential and private business services are provided at the same level of 9-1-1 as public agency(s) and telecommunication carrier(s) are providing other end users of the local 9-1-1 system, as

required by the Emergency Telephone System Act,
50 ILCS 750.01 et seq.?

Will the telephone directories that will be affected by
the proposed system have 9-1-1 listed as the primary
emergency number?

YES X NO

What type of trunking arrangements will be used to
provide incoming 9-1-1 trunks? (*Please check
appropriate item*).

- a. Dedicated Direct
- b. Tandem
- c. X Combination of a & b

Is your selective router being provisioned by the local
exchange carrier?

YES X NO

Please provide in detail the features to be provided by your selective router.

The selective router will be utilized to correctly route 9-1-1 calls originating from within Woodford County to the primary Woodford County 9-1-1 PSAP at Eureka, Illinois, and to route calls originating from outside Woodford County but from telephone company central office switches in Woodford County to the proper neighboring county 9-1-1 PSAP or county system. Exceptions to this will be some telephone numbers in LaSalle County and Livingston County. This deviation is covered in the narrative.

The selective router will also be used to send overflow 9-1-1 calls coming into the Woodford County PSAP to the Livingston County PSAP routinely should the condition exist where more 9-1-1 calls were incoming than could be answered by Woodford County.

Additionally, the selective router will be signaled by the Woodford County 9-1-1 PSAP if trouble exists at the primary PSAP and either equipment has failed, or other emergency conditions, i.e. fire, would cause abandonment of the primary Woodford County PSAP. The back up procedures, for both within Woodford County and outside Woodford County with Livingston County, are covered in the narrative.

Will 9-1-1 circuits utilize alternate routing per definition under 83 Illinois Administrative Code, Part 725? YES X NO

Will pay phones within the system's boundaries be appropriately placarded and have 9-1-1 coin-free dialing? YES X NO

Will critical telephone equipment be utilized in the PSAP which will not operate properly during or after a power fluctuation or interruption has been experienced? YES NO X

If yes, describe the power supply used to prevent a loss of operation.

Note: The PSAP will utilize un-interruptible power supplies, where needed to add additional confidence and security beyond the emergency power generator mentioned above.

On a separate sheet, diagram the trunking arrangement(s) used and the number of 9-1-1 circuits for each switching office to the PSAP. *Please label diagram as Exhibit 10, Question.*

(to be provided by Verizon)

Please provide a detailed testing plan that explains specifically how the 9-1-1 Network and databases will be tested and provide the time frame in which this will be done.

Utilizing personnel within the public safety field in Woodford County, personnel will make test calls to a test number of 8-1-1 to test the accuracy of the routing and database information. The number 8-1-1 is being used, as Woodford County currently is operating an active Enhanced 9-1-1 system. Call testing and logging of errors will follow the guidelines and requirements of the Illinois Commerce Commission. Errors in both routing and database will be quickly resolved and re-tested to assure compliance with the system and ICC requirements.